



# **Chapel Hill Transit Serving Chapel Hill, Carrboro and the University of North Carolina at Chapel Hill**

**Town of Carrboro  
Planning Board Fall Forum Series  
Carrboro, NC  
October 29, 2014**

# CHT Overview

CHT is the second largest transit system in North Carolina, serving Chapel Hill, Carrboro and the University of North Carolina at Chapel Hill.

## Responsibilities:

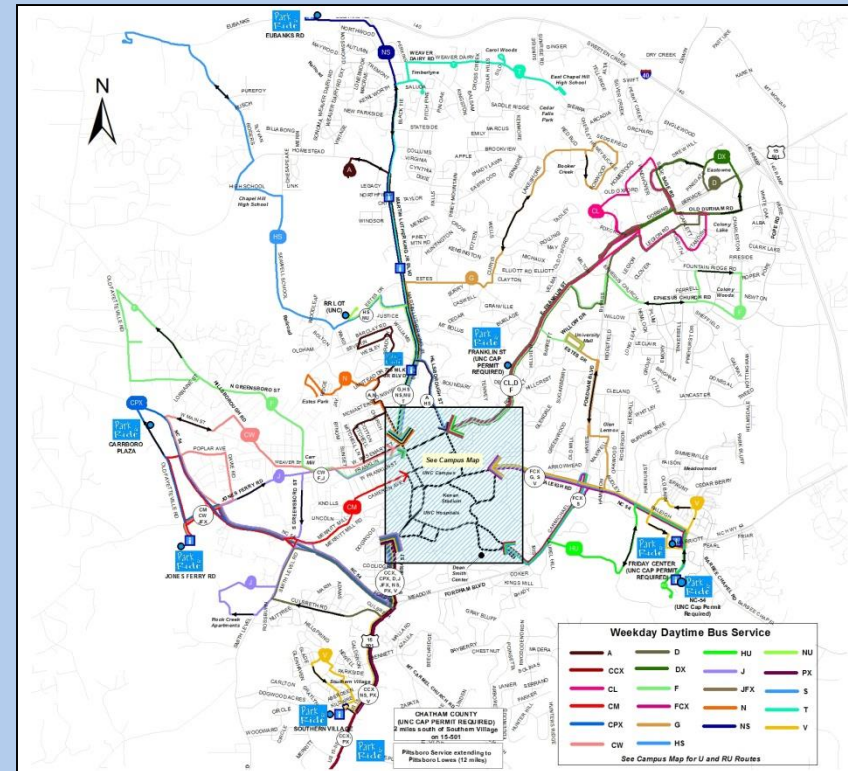
- Fixed-route Bus Service (32 weekday & weekend routes)
- EZ Rider (ADA Service)
- Short and Long Range Transit Planning
- Marketing and Public Relations
- Major Transit Initiatives

## Staff (210 employees):

- Operations – 168
- Maintenance – 31
- Administration – 11

## Fleet (121 revenue vehicles):

- Buses – 99 (29 hybrids)
- Demand Response – 22



# Organizational Structure

While a department of the Town of Chapel Hill, CHT is advised by the Chapel Hill Transit Partners Committee, which provides policy and financial guidance:

- Jim Ward, Chair, Town of Chapel Hill – Council Member
- Ed Harrison, Town of Chapel Hill – Council Member
- Matt Czajkowski, Town of Chapel Hill – Council Member
- Damon Seils, Town of Carrboro – Alderman
- Bethany Chaney, Town of Carrboro – Alderman
- Julie Eckenrode, Town of Carrboro – Assistant to the Town Manager
- Vacant, University of North Carolina at Chapel Hill
- Than Austin, University of North Carolina at Chapel Hill – Associate Director, Transportation Planning and Strategy
- Cheryl Stout, University of North Carolina at Chapel Hill – Associate Director, Parking and Transportation





# CHT Delivers

## Ridership:

- 6,938,657 annual rides
- Over 133,872 rides per week
- Over 80 rides per capita
  - Service Miles: 2,098,324
  - Service Hours: 181,393



## Performance standards:

- Rides/Hour: FR – 44.3 DR – 2.58
- Rides/Mile: FR – 3.92 DR – .20
- Cost/Ride: FR – \$2.53 DR – \$25.15

(FR = Fixed Route and DR = EZ Rider)



# CHT Delivers

Median Time Period Performance (Passengers per Hour)				
	2014	2013	2012	2011
AM Peak Start of service – 9:59 a.m.	62.3	49.7	53.5	39.8
Midday 10:00 a.m. – 3:29 p.m.	64.1	54.8	56.4	51.1
PM Peak 3:30 p.m. – 6:59 p.m.	49.5	42.3	43.9	38.0
Night 7:00 p.m. – End of service	36.6	30	30.4	26.6
Weekend	39.35	38.5	37.5	29.5







# Customer Survey Results

**High Overall Satisfaction:** 91% rated CHT service as excellent or good

RIDER PROFILES	Express Routes	Local Routes
Age	25-44	18-25
Income (median)	\$40,000-\$49,999	\$20,000-\$29,000
Household	2.4 people	2.4 people
Occupation	Professional	Student
Trip Purpose	Work (83.5%) School (14.1%)	Work (50.2%) School (42.7%)
Use NextBus	No (50.4%)	Yes (65%)
Has vehicle	Yes (80%)	Yes (58%)
Use CHT a Year from Now	Yes (86%)	Yes (82%)

## CHT customers are most satisfied with:

- Safety
- Proximity of bus stops to workplace
- Operators
- Cleanliness of buses

## CHT customers are least satisfied with:

- Saturday and Sunday service
- Hours of service
- Bus stop amenities and access
- Proximity of bus stops to home





ORIGINALITY MILLED DAILY.



LOCAL  
MATTERS.

SPECIAL



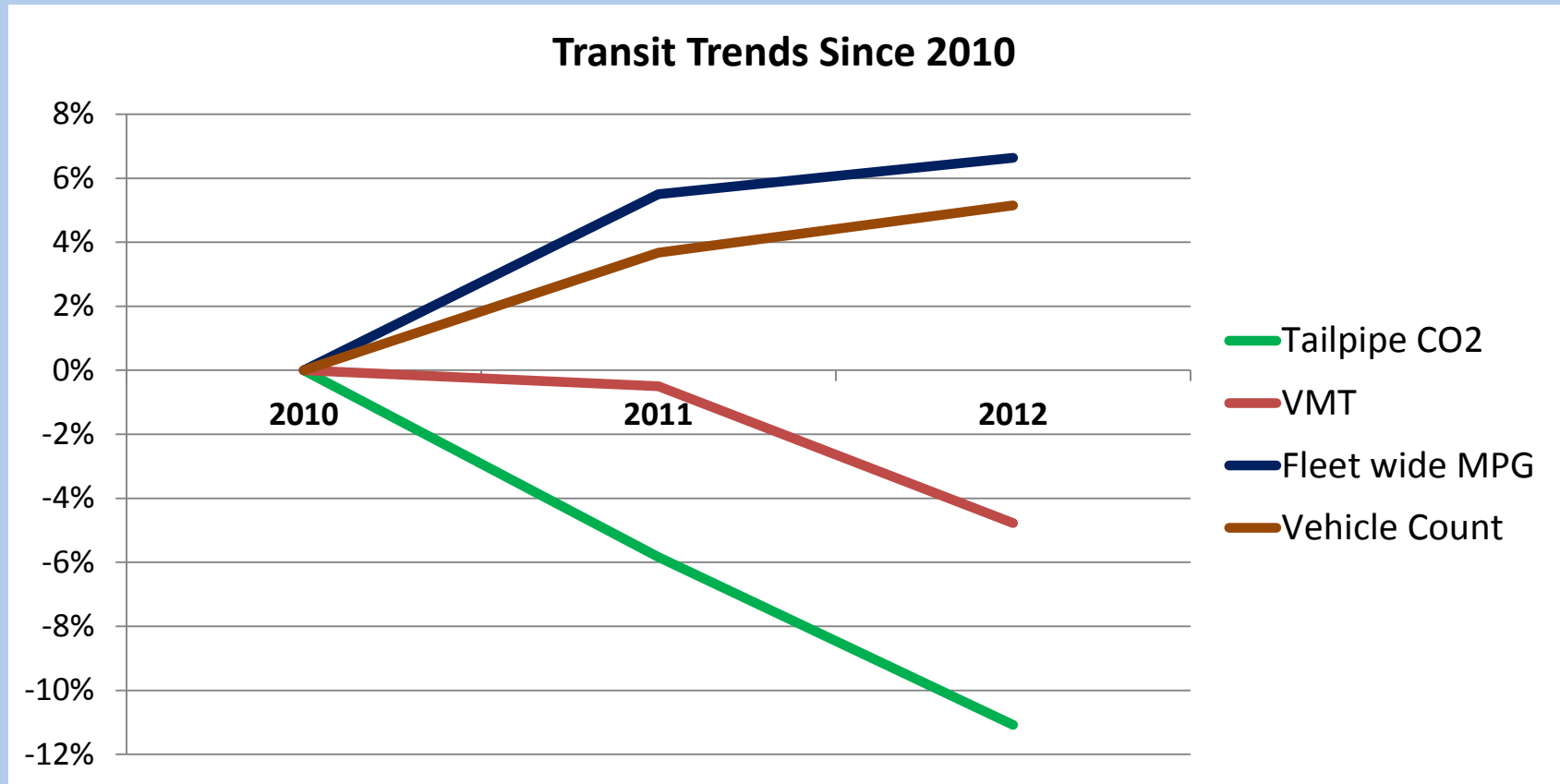
# CHT & Sustainability

- Statewide program for recycling used motor oil and antifreeze (2010).
  - Generates a small amount of revenue
- Using EMP (mini-hybrid) system (2009)
  - Replaces OEM alternator and cooling system with a high output alternator and a cooling package of heat exchangers and 8 electronically controlled electric fans.  
Increases MPG by 6-7%
- Idling Policy (June 2008)
  - Vehicles will not idle for more than 3 minutes.
  - CHT employees shall drive within the posted speed limit in all areas.
  - CHT employees shall avoid sudden stops and quick acceleration.
  - CHT employees shall not utilize drive-through services in CHT vehicles.
  - Exceptions for temps (above 85 °F or below 32°F), maintenance, etc.
- Sustainable Printing Policy (July 2009)
- Electronic Distribution of Partners Packets (July 2010)
- [Brake Drum Recycling \(2009\)](#)

# CHT & Sustainability

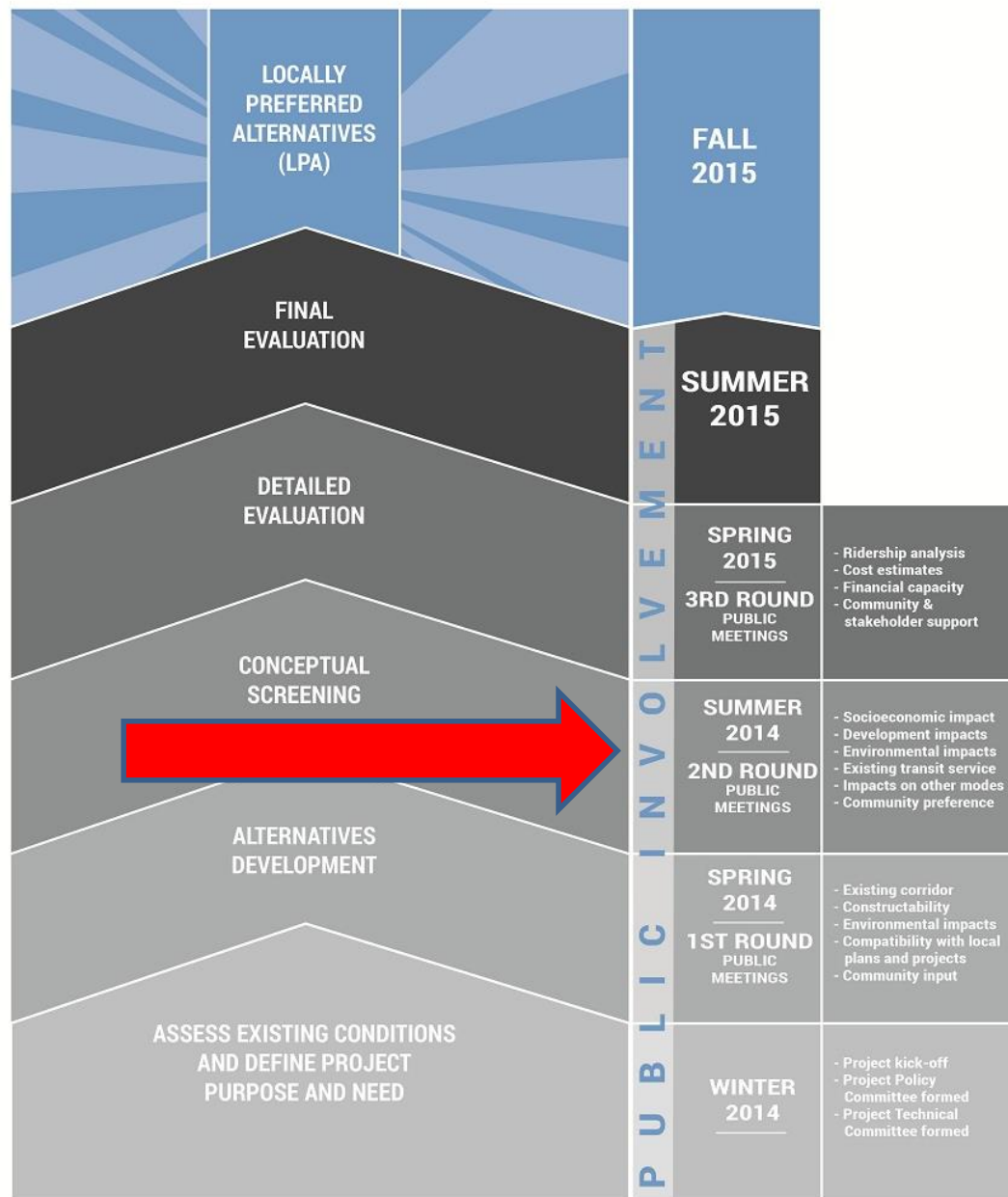
Year	CO2	VMT	Fleet wide MPG	Vehicle Count
2005	5,947	2,397,495	4.10	98
2006	6,075	2,478,882	4.15	116
2007	6,466	2,672,229	4.20	122
2008	6,514	2,888,376	4.46	128
2009	6,395	2,824,096	4.45	143
2010	6,997	3,099,911	4.45	136
2011	6,589	3,084,404	4.69	141
2012	6,222	2,951,862	4.74	143

# CHT & Sustainability





# NORTH-SOUTH CORRIDOR STUDY PROJECT PROCESS



## Project Goals

- Improve service for customers
- Increase travel capacity and mobility options.
- Provide rapid and reliable transit throughout the corridor.
- Create positive opportunities for economic development around stations.
- Produce a Locally Preferred Alternative as a step to securing Federal funding to support transit improvements in this corridor.
- Support community and Partner goals.








# Additional Project Information

[www.nscstudy.org](http://www.nscstudy.org)

- Sign up for email updates
- Follow social media
- Review study materials



## Navigation

-  Home
-  Study Documents
-  FAQ
-  Your Feedback
-  News Articles
-  Chapel Hill Transit
-  Links

## About the Study

The North-South Corridor Alternatives Analysis Study is being conducted by Chapel Hill Transit, beginning in January 2014.

Chapel Hill Transit is conducting the North-South Corridor Alternatives Analysis, "North-South Corridor Study" for short, to evaluate the best methods for moving more residents and commuters along the MLK Boulevard and 15-501 South corridor. An AA is a detailed study of all reasonable transportation alternatives within a corridor that addresses identified transportation problems. The study area runs from the Eubanks Road Park & Ride lot (a northern terminus) and the popular Southern Village (the southern terminus) and points in between.

The goals of the study are to:

- Improve travel capacity and mobility
- Provide rapid and reliable transit throughout the corridor.
- Create positive opportunities for economic development around stations
- Produce a Locally Preferred Alternative as a step to securing Federal funding to support transit improvements in this corridor.



## Social Media



## Latest News

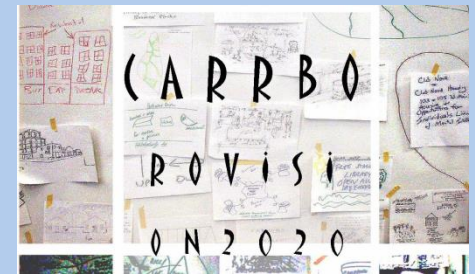
- › North-South Corridor Study public meetings March 26
- › Two Public Meetings on March 26
- › Feb 17, 2014: CHT announced the start of the Study

## Sign me up for updates

Email

# Financial Sustainability Plan

- Vision and Goal Setting Process
  - Consistent with 2020 Comprehensive Plan, 2020 Focus Area Studies, Carrboro Vision 2020 and UNC's Development Plans
- Develop a Strategic Plan and Long Term Financial Plan
  - Sustain the system and meet strategic objectives
  - Identify full range of financing strategies to meet operating, maintenance, and capital costs
- Organizational Staffing Assessment



## Next Step:

- January 2015: Presentation on financial scenarios to funding partners.



# It's about PEOPLE







# Contact Information

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[www.chtransit.org](http://www.chtransit.org)

[www.facebook.com/chtransit](https://www.facebook.com/chtransit)

[www.twitter.com/chtransit](https://www.twitter.com/chtransit)